



Iowa Department of Administrative Services

Government's Partner in Achieving Results

Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Mike Carroll, Director

DAS Annual Report for Fiscal Year 2011 and 2012

In Compliance with Iowa Code Section 7A.3

DAS OVERVIEW

DAS submits this annual report in compliance with Iowa Code Section 7A.3.

Vision Statement:

Providing Iowans unified, comprehensive, value driven administrative services.

Mission Statement:

The Department of Administrative Services provides comprehensive leadership and management for support of governmental operations. The Department will enhance overall operational and cost efficiency by providing progressive and measurable business value.

Divisions:

- Core (Director's Office and Finance)
- General Services Enterprise
- Human Resources Enterprise
- Information Technology Enterprise
- State Accounting Enterprise

Employees:

In January, 2011 DAS had 385 employees, in July, 2012 DAS had 362 employees

DAS STRATEGIC INITIATIVES

Governor Branstad's four major strategic goals of creating 200,000 new jobs, increasing incomes in the state by 25%, decreasing the cost of government by 15%, and making Iowa number one in the country in education will be at the forefront of the strategic efforts of the Department of Administrative Services (DAS). DAS believes the department will have the greatest impact on decreasing the cost of government by 15%, and most of the strategic efforts within this plan are geared toward that goal. Successful implementation of the DAS strategic initiatives and increasing DAS operational efficiencies will facilitate successful outcomes for the Governor's overall strategic goals.

Fundamental to all the initiatives within this plan are value versus cost, business case analysis, statewide reduction of the cost of government, and the effect they may have on statewide efforts to create jobs, increase incomes, and improve education. Business case analysis and long term effects of any DAS initiative will precede implementation of the initiatives within this plan.

Strategic initiatives included within the DAS strategic plan include:

- Consolidation of State services
- Review and improvement of health insurance benefits for state employees
- Comprehensive review of services
- Improved labor relations, negotiations, and contracts
- Re-structuring of the DAS organization for efficiency and value

- Minimization of the general fund appropriation for DAS

These initiatives are outlined below including basic action steps and timeframes anticipated for their implementation.

Goal:

To increase the efficiency and value of the Department of Administrative Services by controlling costs and assisting state government in reducing expenditures by a targeted minimum of 15%.

Execution Plan:

Essential to the achievement of the goal for this strategic plan will be a long term commitment from the Governor's administration and genuine ownership of the implementation and outcomes of the plan by DAS management and staff. The following are the major items guiding the overall realization of the strategic goal:

- Consolidate state services
- Review existing DAS structure and services for cost versus value based upon business case analysis, and re-build organization around business case outcomes
- Improve labor relations and negotiations
- Review and improve health insurance
- Adjust policy and procedures for efficient and user oriented delivery
- Use technology to do more with less
- Minimize the need for a general fund appropriation for DAS

Opportunities:

Through the strategic initiatives outlined in this plan, and incorporation of those initiatives into the department's business plans, DAS believes other departments will be able to concentrate their resources on core missions and rely on DAS for the administrative expertise for their operations. This realignment of effort will result in both an increase in efficiency and a reduction in overall cost to State government. Areas of human resources, information technology, financial services, and general services will be provided statewide in a comprehensive, cohesive, and manageable form with opportunity to make those services available to other public entities outside of state government where efficiency and economics support that cooperation.

The vision of the state as a large corporate structure with departmental responsibility and accountability in lieu of many independent companies doing business together will bring a more manageable, cohesive, efficient, and cost effective approach to the delivery of services to the citizens of Iowa.

Results:

Amount billed to customer agencies by DAS decreased by \$2,870,762.60 from Fiscal Year 2011 to Fiscal Year 2012. This decrease amounts to a 6.38% reduction in fees.

Filled positions at DAS decreased by 26 from 2011 to 2012. This amounts to a 6.91% decrease in the number of full time employees at DAS.

DAS General Overhead will decrease by \$213,000 in fiscal year 2013. This amounts to an 8.65% reduction in the cost of overhead.

ENTERPRISE RESULTS

General Services

Iowa Energy Bank

The General Services Enterprise executed a memo of understanding with the Iowa Economic Development Authority to operate the Iowa Energy Bank. The Energy Bank was previously under the Office of Energy Independence. The Energy Bank offers low interest loans to state agencies and political subdivisions to undertake energy efficiency upgrades to their facilities and to pay the loan back from the savings the entity receives from lower utility bills. Demand for this program is high and the initial returns have been positive.

Statewide Leasing Authority

In 2011 DAS obtained statewide leasing authority for all of state government except for institutions under the control of the Board of Regents and the Department of Public Defense. DAS is assembling and identifying opportunities to improve the state's position with regards to both operational efficiencies and cost savings for all state agencies.

Design and Construction Reorganization

Due to the fluctuation of available infrastructure funding DAS undertook a reorganization of the Design and Construction area of General Services. This reorganization reduced staffing levels and increased knowledge and skill available to state agencies by partnering with private sector firms to provide greater scalability and subject matter knowledge to best represent the state in its efforts to renovate and build high quality, lasting infrastructure to meet the state's needs. In FY 2012 DAS estimates managing approximately \$470,000,000 in total construction budgets.

Fleet analysis (double click on next page)

Final Report on

Cost Comparison of Alternative Fleet Vehicle Provision Methods

for the

Iowa Department of
Administrative Services



DAS

February 2012

MERCURY ASSOCIATES, INC.

MERCURY

Human Resources

Contract compliance and grievances

DAS approached the implementation of the collective bargaining contracts and merit system in a clearer, more defined and consistent effort. This methodological change required a transition period to overcome some of the obstacles in place through prior practice placing management in a challenging position.

Teleworking policy

DAS developed a teleworking policy which can be viewed by clicking on the image below.

SECTION 18.05 TELEWORK PROGRAM
Last Update: 1/12

Purpose

The purpose of this program is to provide parameters for using telework opportunities for State of Iowa contract and non-contract employees and managers. It is designed to provide the structure needed for effective implementation and operation of telework for the State.

Program

The State of Iowa will provide its employees with the opportunity to participate in telework when practical and consistent with the agency mission.

Definitions

Agency – the state agency entering into a telework agreement.

Management – a person in the chain of command at a level of program manager or higher.

Manager – a manager with the authority to enter into telework agreements with subordinate employees.

Official Work Site – the official physical address established as the place of business for the state agency, division or program for which a telework arrangement has been approved or an alternate location identified within the terms of the telework agreement.

The Telework Program – an employee-initiated or employer-mandated pre-approved arrangement to work at a location away from the employee's regular work site.

Telework Agreement – a written agreement between an employee and manager requiring each to adhere to applicable guidelines of this program and any other terms required by management.

Telework Site (alternative work site) – the management approved physical address(es) from which the employee engaged in the telework agreement conducts state business.

Teleworker – the employee engaging in the telework agreement.

Guidelines of the Telework Program

1. Use of the Telework Program is for those projects/duties that are well-suited for completion at an alternative work site. An employee may be allowed to participate in the telework program if management decides the employee's duties are appropriate for offsite work and the employee meets all criteria for eligibility established by this policy.
2. Telework is a management option. Approval for participation in the Telework Program is within management's authority and is not an employee entitlement. The operational needs of the State, the mission of the agency, and the goals and responsibilities of a particular program and its employees determine how often and to what extent telework is approved.
3. Participation in the Telework Program may be voluntary or mandated and employees must meet agency eligibility criteria to participate in the Telework Program.
4. Prior to telework commencing, the employee must have a suitable workspace, utilities adequate for installing equipment and a general work environment that is free from interruptions and provides reasonable security and protection of state property and information.
5. An employee's participation in the Telework Program must not adversely affect the workload or performance of other employees in the office.
6. Teleworkers must report to their official work site on scheduled telework days if requested by the manager. A request by the

Information Technology (double click to open)



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Presentation to the Administration and Regulations Joint Appropriations Subcommittee
February 7, 2012

<http://itredesign.iowa.gov/>
www.das.iowa.gov

In support of Senate File 2088 and now Chapter 8A.201 of the Code of Iowa, this is a status report of information technology consolidation.

Background

State agencies have tremendous expertise in all technical areas that can be leveraged to create a single technical support structure. Information Technology (IT) in government has evolved into many silos of excellence throughout the state. Our vision continues to be to combine, re-architect and focus this excellence into one seamless IT model that leverages shared resources to serve government and citizens alike.

Our *mission* is to provide unified, comprehensive, value driven IT services to Iowans with the *goal* of increasing the efficiency and value of these services.

The scope of action encompasses human resource planning, financial accountability, project management, performance metrics, vendor management, customer engagement, IT governance and transforming state technology roles.

Expected *results* are to effectively manage and leverage technology investments for the State of Iowa to capitalize on IT best practices, purchasing, contracting, service provisioning and business processes in meeting State agencies missions. Such as:

- ✓ Data Security – Expanded capabilities
 - Integrated disaster recovery to meet agencies and state-wide business needs and priorities
 - Consistency with state-wide policies and processes to secure and protect assets and sensitive information to support data privacy and information security
 - Cyber security management and state-wide oversight with fewer points of entry
 - Greater opportunities for interconnectivity - share data seamlessly across departmental lines where necessary

- ✓ Efficiencies
 - Remove network and server architecture complexities
 - Data Sharing
 - Enterprise Applications – remove duplication
 - Efficient use of expensive data center space
 - "Green" efficiencies with reduced power generation and carbon emissions

State Accounting

The State Accounting Enterprise (SAE) played an integral role in support of the online database for State of Iowa expenditure data available at the website <http://data.iowa.gov/>. This data is assembled for the Integrated Information for Iowa (I3) system. SAE provides support and management of this database and also monthly provides current information to be made available to the taxpayers of Iowa.

SAE also prepares the Comprehensive Annual Financial Report for the State of Iowa. In 2011 the Certificate of Achievement for Excellence in Financial Reporting has been awarded to the State of Iowa by the Government Finance Officers Association of the United States and Canada for its Comprehensive Annual Financial Report (CAFR) for the fiscal year ended June 30, 2011. The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

2011 Senate File 533 required DAS to report on the potential for payroll system centralization. That report is available here by double clicking the image on the next page.



TO: The Honorable Senator Pam Jochum
The Honorable Representative Ralph C. Watts

FROM: Mike Carroll, Director, Department of Administrative Services

DATE: January 20, 2012

RE: Senate File 533 - Study of Merging All State Payroll Systems into the Centralized Payroll System

The Department of Administrative Services respectfully submits this report as required by Senate File 533, Section 116 and passed by the 2011 General Assembly. Senate File 533 directed the Department of Administrative Services (DAS) to examine the possibility of merging all state payroll systems into the centralized payroll system operated by DAS. Consultation with the entities of state government not utilizing the systems was required and identified as the eight Community Based Corrections (CBC's), five Regents Institutions, the Department of Transportation (DOT), the State Fair Board and the Supreme Court Commission.

In order to facilitate the consultation directive, a survey was created and sent to each entity, including the administrators of the centralized payroll system. The information in this report is a summary of the survey, which received 100% participation.

SUMMARY OF CENTRALIZED PAYROLL STUDY

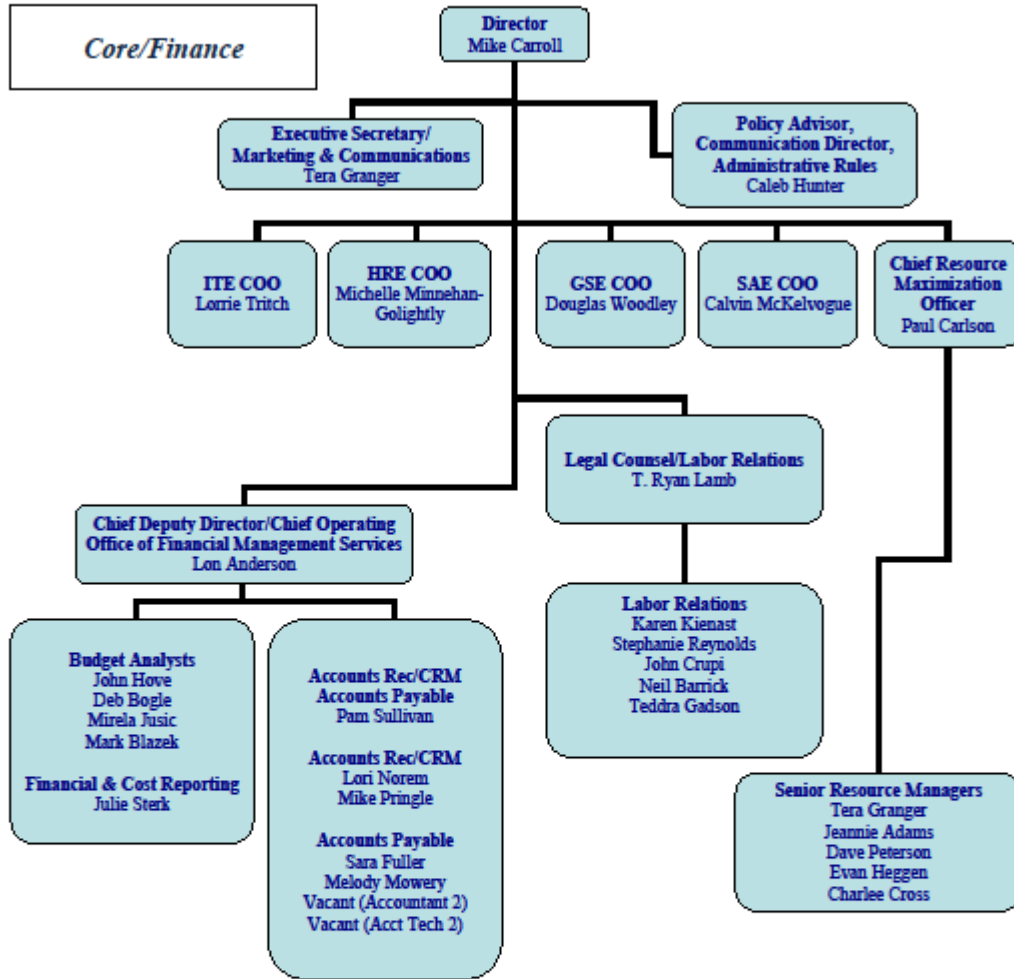
The final points of the study are summarized here, with detailed information that includes input from the non-centralized entities. It was determined "payroll" systems included both the payroll and personnel systems, as one is dependent on the other for payroll information. The personnel system used by the Centralized Payroll system is the Human Resource Information System (HRIS).

Advantages of Consolidation

- Central repository of data would improve accountability while providing accurate, timely, and overall-statewide information to internal and external citizens and customers.
- One centralized reporting entity to the federal government, IPERS, and for Unemployment Reporting.
- Self-reporting information to a centralized system would be eliminated.
- Employee information and cost provided by one system will result in consistency in application and execution.
- Sharing one central system will eliminate duplicated efforts and maintenance costs.
- May allow smaller entities to offer services or deduction options not currently offered to employees.
- Collective Bargaining costs would be easier to draw from one system.

DAS TABLE OF ORGANIZATION (DOUBLE CLICK TO OPEN)

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES Table of Organization



August 2, 2012

REPORTS

The following reports are required per Iowa Code and Executive Order:

1. An annual report of the department as required under section 7A.3An annual report of the department as required under section 7E.3, subsection 4.
2. Internal service fund service business plans and financial reports as required under section 8A.123, subsection 5, paragraph "a", and an annual internal service fund expenditure report as required under section 8A.123, subsection 5, paragraph "b".
3. An annual report regarding total spending on technology as required under section 8A.204, subsection 3, paragraph "a".
4. An annual report of expenditures from the IOWAccess revolving fund as provided in section 8A.224.
5. A technology audit of the electronic transmission system as required under section 8A.223.
6. An annual report on the status of capital projects as required under section 8A.321, subsection 11.
7. An annual salary report as required under section 8A.341, subsection 2.
8. An annual average fuel economy standards compliance report as required under section 8A.362, subsection 4, paragraph "c".
9. An annual report of the capitol planning commission as required under section 8A.373.
10. A comprehensive annual financial report as required under section 8A.502, subsection 8.
11. An annual report regarding the Iowa targeted small business procurement Act activities of the department as required under section 15.108, subsection 7, paragraph "c", and quarterly reports regarding the total dollar amount of certified purchases for certified targeted small businesses during the previous quarter as required in section 73.16, subsection 2.
12. An annual report on the condition of affirmative action, diversity, and multicultural programs as provided under section 19B.5, subsection 2.
13. An unpaid warrants report as required under section 25.2, subsection 3, paragraph "b".
14. A report on educational leave as provided under section 70A.25.
15. A monthly report regarding the revitalize Iowa's sound economy fund as required under section 315.7.
16. An annual report of the Vertical Infrastructure Advisory Committee as required by Vilsack Executive
17. Order 3.
18. An annual report of the regulatory plan of the agency as required by Vilsack Executive Order 9.